

My HealtheVet

Secure Messaging — Convenient Online Communication

Secure Messaging is an easy-to-use online messaging feature available through My HealtheVet. Similar to email, Secure Messaging allows you to send and receive messages, save drafts, review your sent messages and maintain a record of your conversations with VA care teams up to one year from the original date.

How Can Secure Messaging Benefit You?

Here are examples of ways VA Patients are already using the Secure Messaging feature.

R	Pharmacy	Use Secure Messaging to ask questions about your prescribed medications and to request renewals.
3	Non-Urgent Matters	Use Secure Messaging to communicate about non-urgent, non-emergency health related questions with your VA health care team and other VA staff (e.g., services your facility may offer through Secure Messaging such as administration, billing, pharmacy).
	Appointments	Use Secure Messaging to request, reschedule or cancel your VA appointments.
	Health Records	Use Secure Messaging to communicate with your health care team or ask your doctor to explain your latest test results downloaded via the VA Blue Button feature. Secure Messages saved to your VA medical record can be viewed in VA Notes through VA Blue Button.

How Do You Use Secure Messaging?

- 1. Login to your My HealtheVet account. Note: you need a Premium account to access the Secure Messaging feature.
- 2. On your home page, select "Messages." 🧣 Messages
- 3. Select "Open Secure Messaging." Open Secure Messaging
- 4. From here, you can choose to create a new message, read previous messages and review your conversations with VA care teams.
- 5. Select "Preferences" at the top right corner to update your email address and make other changes to Secure Messaging notifications.
- 6. To close Secure Messaging, select the "Close Secure Messaging" at the top right of your screen.







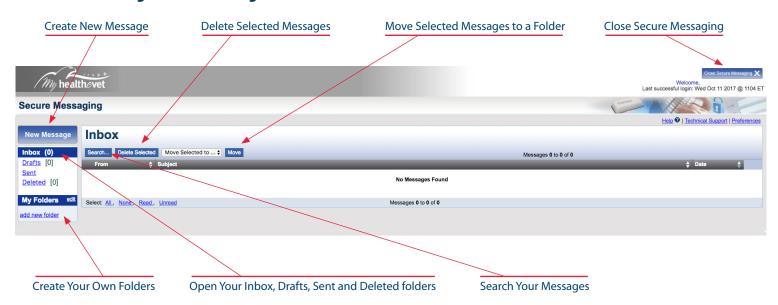




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How to Navigate Your Messages



Sign up for the My HealtheVet Newsletter https://www.myhealth.va.gov/subscribe to get the latest news!

Want More Information or Have Questions?

- Contact your local My HealtheVet Coordinator,
- Visit www.myhealth.va.gov and select "Contact" at the top right of the screen or,
- Call the My HealtheVet Help Desk at 1-877-327-0022 or 1-800-877-8339 (TTY), Monday - Friday, 7 a.m. - 7 p.m. (Central Time).



